

Housing Matters

News from your Council



Highlights from the Residents' Summit

Financial inclusion team - here to help you with your finances

Your voice on your budget - have your say on our proposals

Book your home visit and enter our £100 prize draw

Nominate your community hero for a Mayor's Award



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



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Welcome to this edition of Housing Matters.

In November, I attended the Residents' Summit in the Town Hall with 220 residents from across the borough. It was great to meet so many of you and thank you for contributing to some interesting discussions. An event like that takes a lot of organising so a huge thank you to the residents who worked hard with officers to make it happen.

One of the things that we looked at were our tenant satisfaction measures, which are produced externally. We have made progress with our overall satisfaction up to 63 per cent, though more work is needed. A full report on the new measures can be found on page 10.

We also looked ahead at some of the challenges to come over the next year. One of them is our financial position, especially when it comes to the financing of our major works as we are seeing costs increase. We are looking hard at how to make our Housing Revenue Account business plan stack up.

On a more positive note, we are welcoming Fiona Leonard as our new assistant director of property services, one of her tasks is to oversee repairs. You can find out more about Fiona on page 4.

We have also published our response to the Grenfell Tower Inquiry. This sets out the changes we have made since 2017, and what further changes we will be making as a Council, read more on page 3.

On page 11, you'll find information on how to book a home visit. Home visits are an important part of our responsibility as a landlord. The visiting team do a fantastic job of reporting repairs and getting issues fixed. I will be going out with the team in December. If you haven't had a home visit recently, please do book one.

I hope you all have an enjoyable festive period and Happy Christmas if you celebrate it.

Cllr Sof McVeigh

Lead member for housing management, housing safety and building new homes



You've got mail

Would you like to receive your next Housing Matters by email instead of by post?

You'd be able to read it on all your digital devices, at home or on the go, and there would be zero postage or recycling when you're done reading. Let us know via email or give us a call.

Contact the Housing Matters team at housing.matters@rbkc.gov.uk or call us on 0800 137 111.

Our response to phase two of the Grenfell Inquiry report



In the last issue of Housing Matters, we wrote about the phase 2 Grenfell Inquiry report, and the letter which Cllr Sof McVeigh wrote to all our tenants and leaseholders acknowledging and apologising for the Council’s failings as described in the report. The Council as a whole has committed to raising professional standards and rebalancing its relationship with residents following the tragedy and the phase 2 report. We can now update you on the work that’s been done since that last issue came out.

Listening to the community

We have sought input from bereaved families, survivors, and other residents about how we should respond to the Inquiry. Through written feedback, public meetings, and drop-in sessions—the community has shared its views on the way forward.

Steps towards change

Our response details the many commitments we have made to improve for all residents of the borough. There are some specific commitments about becoming a better landlord and improving housing services.

- We will work collaboratively with residents and housing staff to explore the lived realities of receiving and providing housing services in Kensington and Chelsea, understand barriers and key issues and identify solutions, using the findings to shape the design and delivery of services.
- We will share information and performance data openly and transparently, be open and honest when things go wrong and invite independent review and challenge and resident input when faced with difficult decisions.

- We will ensure senior leaders maintain regular direct contact with communities through open sessions, estate walks and informal meetings, particularly focusing on social housing residents and areas where trust needs rebuilding.
- We will build more effective working relationships between Housing and other departments, ensuring tenants, leaseholders and residents in temporary accommodation feel the benefit of services provided or commissioned by the Council and have a more seamless experience.

- We will improve support for tenants, leaseholders and residents in temporary accommodation to make complaints.

These next steps form part of an ongoing improvement programme which is already well underway. A detailed action plan will be published in early 2025, setting out timescales, roles, and responsibilities. The Council’s full response to the phase two inquiry report is available online at www.rbkc.gov.uk/grenfell-inquiry-response

Major Works Update

A new assistant director of property services

I was thrilled to join Kensington and Chelsea in September this year after two and a half years with the London Borough of Hounslow. I am passionate about delivering excellent services for everyone and ensuring our residents live in safe, healthy, and decent homes. I appreciate the challenges that we face as a borough, as we digest and respond to the recommendations from the Grenfell inquiry report.

As we come to the end of the year, and my first few months at the Council, I am pleased to report that our capital investment team is busy making much-needed improvements and upgrades to your homes. We have no less than 18 projects on-site, and many more due to start next year.

For now, I hope everyone enjoys the festive period and wish you a happy and healthy new year!



Fiona Leonard

**Assistant director
of property services**

Christmas fire safety

During December, many of us will be decorating our homes with trees, lights, baubles and candles. Here are our top tips for staying safe and minimising fire risk during the festive period.

- 🔥 Keep candles away from Christmas trees, curtains or anything else that could catch fire and don't leave them burning unattended.
- 🔥 Check your Christmas tree lights conform to safety standards and always switch them off before going to bed.
- 🔥 Be lead safety savvy – cable drum extension leads should always be completely unwound to avoid overheating. Be careful not to overload extension leads.
- 🔥 Don't attach decorations to lights or heaters – they can overheat and catch fire.
- 🔥 Don't leave cooking unattended, it's safer to take pans off the heat and turn the hob, oven or grill off.
- 🔥 Make sure new electrical appliances have a British or European safety mark when you buy them.
- 🔥 Check on elderly relatives and neighbours and make sure they are safe.
- 🔥 Test your smoke alarms and make sure they are working.
- 🔥 If you smoke, ensure your smoking material is extinguished properly.

Stock condition surveys

The Council manages over 7,000 properties and relies on accurate, up-to-date information to keep them in the best condition. To gather this data, we conduct stock condition surveys every five years for all tenanted homes. Our latest, most comprehensive survey is now underway and will take approximately two years to complete.

These surveys look at the inside and outside of each home, including grounds. Key areas examined include the roof, windows, external doors, kitchen, and bathrooms, gutters and downpipes. This process helps us ensure your home is safe and free from serious hazards.

Who will conduct the surveys?

A company called Rapley LLP will carry out the surveys on our behalf. We will notify you when your survey is scheduled and Rapley will contact you to arrange a convenient appointment. There is no cost for tenants.

What does the survey involve?

Rapley's surveyors will need access to all rooms, including the loft and all external areas. They will bring their own ladders and may ask you a few questions to help clarify certain information and take a few photos for our records. They will all carry ID.

How long will the survey take?

The survey should take no more than half an hour. The time will vary depending on the size of your home, and whether the surveyor has already visited a similar property in your street.

Will I receive a copy of the survey report for my home?

We will be happy to share a survey report with you on request.

If you have any questions please call **0800 137 111** and ask to speak to a member of the Asset Management Team.



Site arrangements over the festive period

Please be aware that all construction work will be paused and that sites will be closed for those living on or close to an estate undergoing major works.

Christmas and New Year arrangements

Date	Opening Hours
Tuesday 24 December	8am to 5pm 5pm onwards emergencies only
Wednesday 25 and Thursday 26 December	24-hour emergencies only
Friday 27 December	8am to 6pm 6pm onwards emergencies only
Monday 30 December	8am to 6pm 6pm onwards emergencies only
Tuesday 31 December 2024	8am to 5pm 5pm onwards emergencies only
Wednesday 1 January 2025	24-hour emergencies only
Thursday 2 January 2025 onwards business hours as usual. Out of hours services operate outside these times.	8am to 6pm Monday to Friday

Neighbourhood management offices will be closed on Wednesday 25 and Thursday 26 December 2024, and Wednesday 1 January 2025.
Call us on **0800 137 111** or email **CustomerServices@rbkc.gov.uk**

Making changes at Blantyre

Thanks to everyone who contributed to our consultation about the services we provide from the Blantyre Office at World's End Estate. You told us what services matter most to you, where you want them delivered, and how you want to find out about them. We'll use this information to improve the range of services provided from the estate, with the aim being to deliver them from April 2025.



Blantyre office changes in spring

We're going to be making some improvements to the reception area in our housing office on the World's End estate. During the work the office will close and our reception services will be available from Units 1 and 2, World's End Place, SW10 OHE.

We've just appointed the contractor and we're aiming for them to start work early in the new year. At the moment, the plan is for the current office to temporarily relocate to the new space in mid-January, and for the work to be complete so the office can reopen by late spring. (See map).

We'll keep local residents up to date as the work progresses.

Find out more at **www.rbkc.gov.uk/worlds-end**



Halfway to completion at Barlby



New homes on Barlby Road in North Kensington are nearing the halfway mark.

The development of 83 new homes will offer 38 at social rent for our housing tenants and 10 for key workers with eight of the social rent homes being accessible. The remaining are for market rent.

Cllr Sof McVeigh, lead member for new homes, visited the site along with Matthew Phillip, Notting Hill Carnival Trust CEO. Cllr McVeigh took the chance to cement in place the automatic opening vent (AOV) – a key fire safety feature – at the highest point of the one of the buildings on the sixth-floor terrace. AOVs improve ventilation and, most importantly, enhance safety by providing smoke and heat extraction in the event of a fire.

The development prioritises green and sustainable features including triple-glazed windows and heat source pumps for energy, resulting in a gas free building.

These environmentally-friendly features mean residents will benefit from cheaper bills.

The scheme includes balconies and outdoor space that will offer opportunities for residents to socialise, connect and build relationships in an outdoor setting.

This site differs from the other three new homes schemes we've completed in the last year in that it will offer a new multi-use sports hall and flexible studio for the local community to hire. The sports hall will give priority to Barlby school pupils but will also be open to the community after school hours.

Barlby Road comprises four buildings, all of which will be named to celebrate and mark the world-famous Notting Hill Carnival. We have worked with the Notting Hill Carnival Trust to shortlist the building names which will be announced soon.

Find out more about the Barlby Road new homes scheme online

www.rbkc.gov.uk/barlby-road



Cllr McVeigh cements the automatic opening vent in place





The Residents' Summit 2024

Fostering community spirit - addressing housing issues

We were delighted to be joined by more than 220 residents at the fourth Residents' Summit on Saturday 9 October. The day featured an array of activities designed to foster community spirit and address pressing issues in housing and resident engagement.

Lead member for housing management, Cllr Sof McVeigh and director of housing management Doug Goldring, welcomed everyone to the event and highlighted many of the key changes implemented since the last Summit, and challenges which remain. Cllr McVeigh paid tribute to the hard work of the many resident association and compact leads. Tribute was also paid to those who had recently passed away.

Residents connected over a superb hot lunch and took the opportunity to meet officers and discuss ideas and issues.

Highlights of the event included an address by Alistair Mackintosh from the Housing Quality Network on the significance of quality and standards in housing, a spotlight on some of the innovative and inspiring projects undertaken by residents within their communities, and workshops on budgeting, the Grenfell Inquiry and resident engagement.

Thank you to everyone who came along. We'll be looking at all your feedback and comments from the day and using it to make improvements. We look forward to seeing you at next year's event.

Contact the resident engagement team at **housingconsult@rbkc.gov.uk** or call **0800 137 111**.





First *Meet Us* event on Treverton Estate

Residents on the Treverton estate were the first to take part in the new *Meet Us* events, a series designed to connect residents directly with their housing management teams.

These events were created in response to resident feedback expressing a desire for more opportunities to meet face-to-face with the officers responsible for providing services at a time and place convenient to you.

At the first event, residents met our neighbourhood management, parking, repairs, major works and estates services teams, and assistant director of resident services, Bernadette Fry. Officers were able to update residents on the Council's performance in various areas. For example, how satisfied residents are with customer services, the cleanliness and safety of your neighbourhood, our efficiency in completing

repairs on the first visit, and the support we offer to our most vulnerable residents.

In addition to sharing updates and hearing feedback, officers were able to take on casework, answer questions and discuss specific issues raised by attendees.

We'll be writing to invite you to a *Meet Us* event when we are in your area.

For more information, please email us at housingconsult@rbkc.gov.uk or call **0800 137 111**.

How you can make a difference

Over the next year we're going to be renewing our resident involvement strategy. This will set out the ways we work with residents to improve our services and strengthen communities. We want your help to make sure we get this important piece of work right. To take part in the survey visit www.consult.rbkc.gov.uk/housing/resident-involvement or scan the QR code. Keep an eye out for more opportunities to have your say over the coming months.

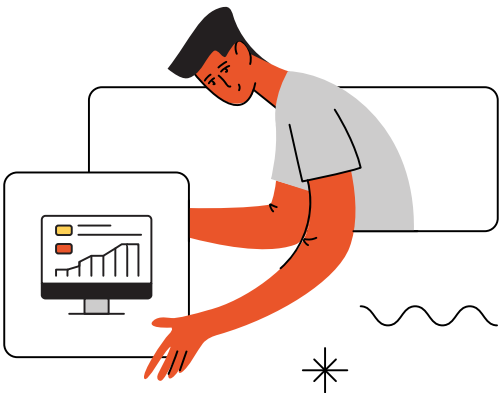


Opportunities to get involved

If you're looking for current opportunities to get involved, contact our resident engagement team. There's lots of ways you can help make a difference to your community, from joining or setting up a residents' association or compact, to participating in resident training, mystery shopping or joining us on visits to local places of interest like Leighton House. housingconsult@rbkc.gov.uk or call **0800 137 111**.

Tenant Satisfaction Measures – what we’ve learned

Every year we survey residents to get an idea of what you think of our services. These tenant satisfaction measures are part of the new regulations for social housing.



The full table of all 12 measures the regulator looks at, and our methodology are available at www.rbkc.gov.uk/tenant-satisfaction-measures or by scanning the QR code.

We’re generally moving in the right direction compared to last year, but we want to improve and we’ve got plans to do this. You can see our performance against last year, and below are some examples of how we’re changing.



Measure	2022/23 result	2023/24 result
Overall satisfaction with services	60.6 per cent	63.3 per cent
Satisfaction with repairs (from residents who had had a repair in the last year)	62.8 per cent	62.4 per cent
Treating residents fairly and with respect	73.4 per cent	74.8 per cent
Satisfaction that we listen to your views and act on them	54.1 per cent	59.5 per cent
Satisfaction with complaints handling (from residents who made a complaint in the last year)	30.8 per cent	29.2 per cent
Kept informed on things that are important	74.1 per cent	78.3 per cent
Satisfied with cleaning of communal areas	68.9 per cent	70.3 per cent

Repairs

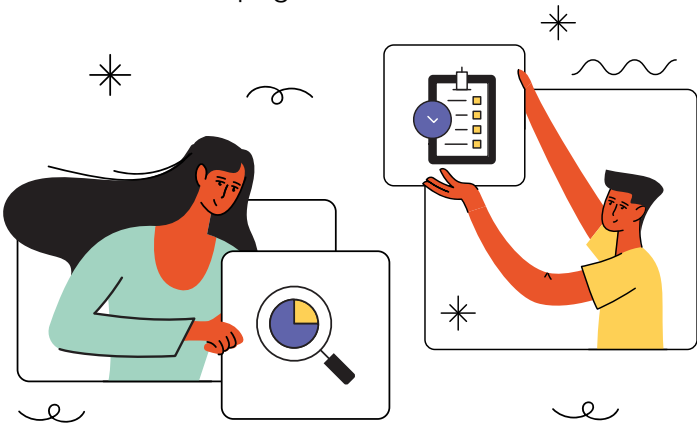
We have spent time ensuring that we have the right information internally to enable us to scrutinise performance in more depth. This is true of contractor performance as well as our in-house labour team. We are exploring more opportunities to carry out planned preventative maintenance in the hope to cut down on the reactive nature of repairs.

Complaints

We’ve recently brought in a quality assurance role to look at how we respond to complaints as well as regularly review our stage one and two complaints to make sure we’re learning from the reasons behind complaints as well.

Listen and act on views

We know how important it is to involve residents in decisions about how we work, so this year we’re renewing our resident involvement strategy. We currently have a survey open for you to have a say on the services we offer. The survey is open until 20 December. See page 9 for details.





If you haven't had an annual home visit in the last twelve months, why don't you pre-book one now and be in with the chance of winning £100 worth of Love2shop vouchers?

Our visiting officers are here to talk to you about your home and to check that it is safe. The visits help us to identify anyone who may need extra help. They also ensure we have up-to-date information and contact details for you, which in turn means that we can plan, tailor and deliver our services in a way that benefits everyone. Our aim is to visit every home once a year.

Booking your visit

Most of our visits are unannounced, but if you prefer, you can pre-book yours for a date and time during normal working hours that suits you, although we can be flexible if needed.

Pre-booking and/or rearranging visits reduces the number of missed appointments, which means that we can help more residents.

Contact us by telephone on **0800 137 111**, or email us at **HM-NeighbourhoodResidentServices@rbkc.gov.uk**

Monthly prize draw

Each completed home visit is automatically entered into a monthly prize draw where one resident will be awarded a £100 Love2shop voucher!

What happens during a visit?

A visiting officer will talk to you about any issues you may have, which might include:

- advice on a tenancy matter
- help to report a repair or maintenance issue
- information about health and safety in your home, including ensuring smoke alarms are in working order
- informing you about any planned work taking place in your area
- advice on financial assistance you may need.



"Not only did my visiting officer help me sort out a few issues, but I also won a £100 Love2shop voucher just in time for Christmas."

Visiting Officer Aaron presents our first home visit prize draw winner Tracey McKeever with a £100 Love2shop voucher.



Neighbourhood Services Coordinators

- a bridge between you and your services



Neighbourhood Services Coordinator Usama takes us through the highlights of this varied role.

Housing Management has 12 Neighbourhood Services Coordinators (NSC), each being responsible for a specific patch. It's a role deeply rooted in the community - we act as trusted advocates, provide hands-on support, and help residents navigate daily challenges.

It's a varied role, with new interactions and daily opportunities to make a meaningful difference to residents' lives.

For me a typical day might start with an estate inspection—assessing upkeep, noting issues, and ensuring a clean, safe environment for all.

If I spot a repair or landscaping concern, I connect with our teams to address it as quickly as possible.

Some days call for a more personal touch, like visiting a resident at home to help resolve an issue, address a safety concern, or simply check on their wellbeing.

I'm regularly involved in multi-agency meetings, collaborating with departments like social services or law enforcement to address more complex resident needs, advocating for them and offering support. These meetings reinforce the NSC role as a bridge between residents and services.

The NSC role spans the tenancy cycle—from welcoming new residents and explaining their tenancy agreements, to managing issues and supporting them if they move on.



One of the most rewarding aspects of being out on my patch, is when residents recognise me and feel comfortable approaching me with concerns. They know they can count on me. I gain valuable insights into their needs, so I am more able to address issues proactively.

It's a role blending relationship-building, problem-solving, and community engagement. No two days are the same, but every day is both a challenge and a reward.

For more information contact us by telephone on **0800 137 111**, or email us at **HM-NeighbourhoodResidentServices@rbkc.gov.uk**.

Stay safe when you charge your e-bikes and e-scooters

While e-bikes and e-scooters offer a great way to get around the city, they pose a significant fire risk if not stored and charged correctly.

Emergency services were called to a large fire in an apartment block in East London recently. The cause of the fire was confirmed as failure of a lithium battery from an electric vehicle. This is becoming increasingly common in London and on average there was a fire every two days in 2023 in the capital. London Fire Brigade attended 143 e-bike fires along with 36 blazes involving e-scooters.

The risk of a fire starting comes from the lithium batteries that power these vehicles. If these batteries become damaged or begin to fail, they can start fires. Modifying batteries or vehicles to improve top speed makes them more likely to catch fire.

Our building safety manager, Mickey Power has been out and about talking about how to store and look your after e-vehicles.

Take a look at what he has to say by scanning the QR code below or visiting our YouTube Channel (@kensingtonandchelsea) and selecting our 'Safety Shorts' playlist.

Alternatively contact us by telephone on **0800 137 111**.



Estate improvement budget brings light to Powis Square

Residents at Powis Square have made great use of their estate improvement budget (EIB) to tackle the problem of dark pathways around the estate. Residents worked with the environmental services team to come up with an innovative, eco-friendly lighting solution which uses off-grid solar lighting bollards to light up the dark areas. The project has been met with positive feedback, with residents reporting a noticeable transformation in the atmosphere of the area.

If you have an idea for how you could improve your estate or local area, the EIB can help bring those ideas to life. Each home managed by the Council is allocated £67 per year to improve their estate. This is added together to give an estate its annual budget. The EIB can be spent on a range of projects in communal areas, either inside or outside of your estate or street property. It cannot be spent on individual properties.

HM-EnvironmentalServices@rbkc.gov.uk



Homeowner Hub

Positive results at the annual homeowner event

This year again saw well over a hundred residents join us to meet with the various teams we had present, plus some of our external service providers, such as the Leasehold Advisory Service and fire door experts Gerda Security. It's clear that these opportunities to meet face-to-face are mutually beneficial to both leaseholders and staff.

This year's post-event feedback showed an overall increase in general satisfaction levels, a major contributing factor being that over 50 per cent of the queries raised were resolved on the night, a vast improvement on last year. With the event rating being close to 8/10, we are pleased to see the improvements made over the past 12 months have had a positive impact and we will keep working on your suggestions to make next year's event even better.



Thinking of extending your lease?

Extending a short lease can significantly increase your property's value. Most leases are initially granted for 125 years, but once the lease term drops below 80 years, it may become harder to resell, as lenders are often reluctant to provide mortgages for shorter leases.

Statutory lease extensions

Leaseholders have a statutory right to extend their lease by 90 years, provided they have held it for at least two years and the original lease was for more than 21 years. Residency is not a requirement for eligibility.

Voluntary lease extensions

The Council also offers voluntary lease extensions, allowing leaseholders to extend up to 125 years. A voluntary extension comes with a £7,500 discount but requires surrendering the current lease in exchange for a new one, which may include Council charges for future improvement work.

New legislation

Upcoming reforms under the Leasehold and Freehold Reform Act will increase standard lease extensions to 990 years and eliminate the "marriage value" fee. However, the Act's implementation date remains uncertain.

Next steps

Seek independent legal advice and use the calculator at www.lease-advice.org for an estimate of extension costs. For more information, email **HM-Homeownership@rbkc.gov.uk** or call **020 7604 6464**. Visit the Housing section on the Council's website for additional resources.

Lean on us - we're here to help

With the rising cost of living and mounting financial pressures, it can sometimes feel overwhelming just trying to manage day to day. But remember, you don't have to face it alone.

Our financial inclusion team is here to offer you the tailored support and advice that will make a real difference. We offer:



help with Universal Credit applications and support expert guidance on welfare benefits specialist debt advice and assistance tenancy sustainment grants, offering one-time aid for rent arrears or essential groceries for vulnerable residents facing financial hardship emergency cash payments for those in urgent need	free hats, gloves, and winter socks to help residents stay warm through the winter warmth project access to free period products digital support with free SIM cards, 12-month broadband connections, SIM-powered routers, IT training at community cafés, and occasional access to free devices.
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Pop in and meet us at the **Money Cafés** for free advice or simply stop by for an excellent cup of tea or coffee and some warm hospitality. See below for the times and locations of our cafés in 2025!

Venue	Address	Times	When
Kensal Resource Centre	Bosworth Road W10 5EQ	10am to 4pm	First Thursday of every month
Henry Dickens Court Community Centre	104 St Ann's Road W11 4DH	10am to 2pm	Second Thursday of every month, term time only
Portobello Court Community Centre	Portobello Court W11 2DL	10am to 4pm	Second Friday of every month
World's End Community Centre	16 Blantyre Street SW10 0DS	10am to 4pm	Second Monday of every month

Get in Touch

If you can't make it to one of our **Money Cafés**, you can email **Financialinclusion@rbkc.gov.uk** or call financial inclusion on **0800 137 111**. We're ready to walk with you through life's financial challenges.



Our Financial Inclusion Team



Community nurse to community champion



After a career caring for others in her community, Sylvia is still passionate about people supporting each other.

I was born, raised and educated in Johannesburg, South Africa where I trained as a general and intensive care nurse and midwife. In 1975 I moved to the UK and made London my home.

After completing a post graduate degree in cardiac nursing, I took up a post at the National Heart Hospital in Westmoreland Street.

From there I accepted an exciting invitation to help set up an Intensive Care Unit at the Cromwell Hospital in Cromwell Road.

Once the unit was up and running, I decided the time was right for me to pursue my long-held desire to work for the NHS.

I was thrilled to join the Brompton Hospital's angiography department where we carried out angiograms on both adults and children.

I often wondered about patients' lives after surgery - if they had families, or community support to help them recover. I suspected some struggled alone behind their front doors.

In 1982 I moved into a flat on World's End estate and those questions stayed with me. I believe that was what pushed me to follow my heart into community nursing, taking a role caring for residents on the estate and then training as a district nursing sister.

I was soon caring for residents right across the south of the borough, from Lots Road, to World's End, Cremorne and Hortensia right up to Earl's Court and Knightsbridge - leading a team of enrolled nurses and nursing care assistants with a caseload of over 1,000 patients. I enjoyed those days.

I am retired now but still passionate about developing community spirit and encouraging people to support one another.

I am a community champion for World's End and Cremorne, a clientele trustee for Age UK Kensington and Chelsea, recruiting people to join in activities, and an enthusiastic supporter of the Chelsea Theatre which hosts wonderful activities for us all - coffee mornings, entertainment, exercise, singing, crafts, languages and so much more.

I want everyone to know there's no need to be lonely; come and join us, everyone is very welcome!

Contact information

Chelsea Theatre: www.chelseatheatre.org.uk

Age UK Kensington and Chelsea:

www.aukc.org.uk





Mayor's Awards



Awards for people who have improved the lives of others.

Every year, Mayor's Awards are given to recognise people, groups and organisations who have gone above and beyond to serve the community and who have made a significant difference to the lives of our borough's residents.

Nominations for 2024-25 Mayor's Awards are now open and will close at 5pm on Monday 20 January 2025.

There are three Mayor's Awards categories:

Individual Contribution

Young Achiever

Voluntary and Community Sector Organisation

Make a Mayor's Award nomination at

www.rbkc.gov.uk/newsroom/nominate-local-hero-kensington-and-chelsea-mayors-awards

If you have any questions about Mayor's Awards, please email **mayorsawards@rbkc.gov.uk**.



Let's protect what makes your place a home

You have a home full of things that you need and love – clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets. You can protect them with tenants contents insurance.

Prices start from as little as 45p per week, £1.47 per month, or £15.65 a year* for contents insurance. There is no excess on claims and no fees for changing your details or cancelling your policy.

*Prices shown are for £4,000 of contents insurance cover, based on postcode area and include a transaction fee. They exclude accidental damage and optional covers. The price you pay will depend on your individual circumstances, postcode and cover chosen. RSA price data June 2023.

To find out more, visit the website

<http://www.rsainsurance.co.uk/tenants>
or call **0345 671 8172**

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Getting back to fitness

Aiming to get fit in the new year?

Get your resident card today. You can sign up and get up to 50 per cent discount on a range of activities at Kensington Leisure Centre and Chelsea Sports Centre. It includes swimming, gym classes and booking courts. www.better.org.uk/rbkc-resident

There are lots of free activities available in the borough, including using the outdoor gyms in local parks or meeting up with people to take part in health walks along the Grand Union Canal and in Holland Park, Kensington Gardens and Battersea Park. www.rbkc.gov.uk/sport-activities-adults

Get the latest information from your Council

Get the latest on local events, how you can have your say, upcoming meetings and more in K&C Life, our weekly e-newsletter. Every Thursday you'll get all the information you need to make the most of your local area straight to your inbox.

Subscribe here: <https://pages.comms.rbkc.gov.uk/pages/subscribe-newsletters>

Have your say on our budget proposals

Like many councils we are facing financial pressures and we'll need to make some difficult decisions to set a balanced budget. We're consulting on our proposals for 2025/26 and we want your views to help us deliver the services that matter most to you. Your feedback will help us shape our priorities for 2025/26.

How to respond

Have your say on the Council's budget proposals by visiting <https://consult.rbkc.gov.uk/resources/budget-2025-26> or scanning the QR code.

The consultation ends on Friday 10 January 2025.

The survey only takes a few minutes to complete. Please do have a look at the supporting documents before you respond.

If you have any questions or need help to complete the survey, please email Financial.Strategy@rbkc.gov.uk



Domestic abuse – talk to us

The festive season often sees an increase in incidents of domestic abuse. If you are experiencing abuse at home you can call us. Our teams are all trained to help you and we can offer support with housing and work with other organisations to keep you safe. Find out more on our website at www.rbkc.gov.uk/domestic-abuse

You can report domestic abuse to us on **0800 137 111**



Help us recycle right

Did you know that last year over 900 tonnes of household recycling we collected was contaminated with the wrong items?

Please help us reduce the contamination by only putting the items in the ‘yes please’ column below in your recycling.

What can be recycled?

Yes please



Paper



Cans and tins



Cartons



Card and cardboard



Plastic bottles, pots, tubs and trays



Glass bottles and jars

No thanks



Food waste



Kitchen paper and tissue



Soft plastics (plastic film, crisp packets, carrier bags)



Polystyrene



Hard plastic (toys and furniture)



Nappies

Before you recycle, make sure all items are clean, dry and empty. Please remember to:

- wash anything that's had food or drink in it
- flatten cardboard and cartons
- squash plastic bottles (you can put the plastic lids back on)

Other items to leave out of your recycling bag:

- Shredded paper
- Clothes, shoes and textiles
- Electricals and cables
- Garden waste
- Hangers
- Wood and DIY materials
- Black bags

A – Z of Recycling

Ever wondered about whether something can be recycled? Our A-Z of recycling www.rbkc.gov.uk/a-to-z-recycling has all the information you need, as well as handy waste reduction and reuse tips.

Your recycling is really making a difference, Thank you! RBKC Recycling Team



Housing Matters



CONTACT US



0800 137 111 or 020 3617 7080

For all enquiries



Royal Borough of Kensington and Chelsea
Town Hall, Hornton Street, W8 7NX



HM-CustomerServices@rbkc.gov.uk



www.rbkc.gov.uk/housing-management



Finished reading me? Recycle me!

YOUR LOCAL HOUSING OFFICES

Malton Road Office

2-4 Malton Road
London W10 5UP
Open weekdays 9am to 5pm

Blantyre Office

Blantyre Street
London SW10 0DS
Open weekdays 9am to 5pm

Pembroke Office

Pembroke Road
37 Pembroke Road, W8 6PW
Open weekdays 9am to 5pm

Lancaster West Estate Office

Unit 7, Baseline Studios
Whitchurch Road London W11 4AT
Open weekdays 9am to 5.30pm
Email: LancasterWestoffice@rbkc.gov.uk

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please call us on 0800 137 111 or 020 3617 7080.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات أخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



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